

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	619003
<015>	Study Area Name	MATANUSKA-KENAI, INC. - CL
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Sonja Nelson
<035>	Contact Telephone Number: Number of the person identified in data line <030>	9077612439 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	snelson@mta-telco.com
	Form Type	54.313 and 54.422

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<110>	Has your company received its ETC certification from the FCC?	(yes / no)	<input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5		
<111>	year plan" filed with the FCC?	(yes / no)	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

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<210> For the prior calendar year, were there any reportable voice service outages? No

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**(300) Unfulfilled Service Request
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<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

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<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only mobile voice	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice 0 . 0	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

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<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
619003AK510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

(600) Functionality in Emergency Situations		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<039>	Contact Email Address - Email Address of person identified in data line <030>	snelson@mta-telco.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	619003AK610.pdf

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[illegible]

**(800) Operating Companies
Data Collection Form**

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	snelson@mta-telco.com
<810>	Reporting Carrier	MTA Communications, LLC
<811>	Holding Company	Matanuska Telephone Association, Inc.
<812>	Operating Company	MTA Communications, LLC

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

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 <900> Does the filing entity offer tribal land services? (Y/N) Yes

<910> Tribal Land(s) on which ETC Serves

Portions of the following areas: Matanuska Susitna Borough, Denali Borough, Kenai Peninsula Borough and the Municipality of Anchorage

<920> Tribal Government Engagement Obligation

619003AK920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

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<1000> Voice services rate comparability certification Not Applicable

<1010> Attach detailed description for voice services rate
comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband
comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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619013AK1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP www.mtasolutions.com/homephone/service/lifeline

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(2000) Price Cap Carrier Additional Documentation (Continued)

FCC Form 481

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Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing
Required Information

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

**(3005) Rate Of Return Carrier Additional Documentation
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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}		
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	<input type="text"/>
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}		
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	<input type="text"/>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input type="text"/>
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="text"/>

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

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Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	

**Certification - Reporting Carrier
Data Collection Form**

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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: MATANUSKA-KENAI, INC. - CL	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/30/2016
Printed name of Authorized Officer: Wanda Tankersley	
Title or position of Authorized Officer: CFO	
Telephone number of Authorized Officer: 9077612654 ext.	
Study Area Code of Reporting Carrier: 619003	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier
Data Collection Form**

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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(700) Price Offerings including Voice Rate Data Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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July 2013

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	29.99

[illegible]

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

(510) Service Quality Standards and Consumer Protection Rules Compliance

MTA Communications, LLC dba MTA Wireless provides service as specified in 47 CFR § 54.101(a), specifically the company provides:

- Voice grade access to the public switched network.
- 1200 local service minutes are included in the Lifeline Plan package.
- Access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems.
- Toll limitation services to qualifying low-income consumers.

The company meets service qualifications as specified in the Alaska Administrative Code at 3 AAC 53.450, specifically the company provides:

- At least one business office, with toll-free calling, staffed during the Regulatory Commission of Alaska's business hours, to provide customers with access to personnel who can timely provide information on services and rates, accept and process service applications, explain and adjust bills, and generally represent the carrier.
- Consumer complaint procedures in an easily accessible location on the company website.
- Compliance with the Cellular Telecommunications and Internet Association's *Consumer Code for Wireless Service*.

The company complies with 47 CFR § 64.2009 and:

- Has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI.
- Maintains a manual detailing proper treatment of CPNI and continues to train all employees according to the manual and enforce a discipline policy.
- Reviews policies and procedures annually and an officer certifies to compliance.

The company complies with the Red Flags Rule and has developed, implemented and continues to administer an Identify Theft Prevention Program. This includes:

- Identifying likely identity theft red flags.
- Detecting likely red flags during operations.
- Acting to prevent and minimize harm when red flags are detected.
- Maintaining the red flag program through internal review and training.

(610) Functionality in Emergency Situations

MTA Communications, LLC dba MTA Wireless provides service as specified in 47 CFR § 54.202(a)(2). The company has engineered and built its network to remain functional in emergency situations. All facilities have 8 hours of back up battery capability, the switch office and critical cell sites have generator back up. All transport services are provided by Matanuska Telephone Association, which complies with 47 CFR § 54.202(a)(2). Where possible redundant routing is used for connections from the switch to other providers. There is significant capacity available for most emergency situations. At four cells sites primary power comes from diesel generators with a secondary generator for backup.

(920) Tribal Government Engagement Obligation

There are five federally recognized tribes in MTA Communication, LLC dba MTA Wireless' service area. During 2015 MTA Wireless attempted to engage with these Tribal governments by mailing a certified letter to each Administrator, and placing a follow-up call to each office after the letter was delivered. Two Tribes agreed to meetings. MTA Wireless met with representatives of The Native Village of Eklutna and the Native Village of Tyonek. At each meeting participants discussed:

- A needs assessment and deployment planning with a focus on community anchor institutions. Tribal administrators were invited to inform the company what improvements or new services the Tribes identified as important to their members.
- Feasibility and sustainability, specifically potential sources of funding for additional services the Tribes felt would be useful. Both Tribes and the company acknowledged the difficulty in acquiring funding to deploy new services but agreed to communicate if potential resources are identified.
- The company's marketing efforts. Neither of the Tribes offered comments regarding MTA Wireless' marketing.
- Reviewed the Tribe's rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes. Each Tribe found MTA Wireless to be in compliance with any applicable requirements.
- Compliance with Tribal business and licensing requirements. MTA Wireless inquired whether any compliance is lacking and invited feedback from the Tribe.

Attached is a copy of the Template for the Tribal Engagement Letter that was sent to the Chickaloon Village Traditional Council, Knik Tribal Council, Cantwell Native Council, Native Village of Eklutna and the Native Village of Tyonek in 2015. We are also providing the certified mail numbers, date the letter was sent and when it was signed for.

MTA Communications, LLC
619003AK920

July 28, 2015

President, Tribal Administrator,
Tribal Government
Address
City, State Zip

Dear :

We would like to invite you to meet with Matanuska Telephone Association, Inc (MTA) to discuss the needs of your community regarding telecommunications services. To stay in compliance with FCC rules, carriers like MTA need to engage Tribal governments in discussions related to telecommunications services provided to people living on tribal land. These rules are intended to facilitate and support connectivity to modern telecommunications services in remote areas of our nation.

We welcome this opportunity for tribal engagement and invite you to meet with MTA to discuss the needs of your community. Please contact myself, Wanda Tankersley at 761-2654 or wtankersley@mta-telco.com at your convenience with any questions or for scheduling information.

Sincerely,

Wanda Tankersley
Chief Financial Officer
Matanuska Telephone Association, Inc.
and its subsidiary, MTA Communications, LLC

MTA Communications, LLC
619003AK920

Certified mailing information for 2015 tribal engagement letters:

Outreach Letter

Village Name	Village Leader	Certified Receipt #	Date Mailed	Date Rec'd
Chickaloon Native Village	Gary Harrison, Chief / per website	7009 1410 0002 3281 7919	7/31/2015	8/6/2015
Knik Tribal Council	Michael Tucker, President / per CIRI website	7009 1410 0002 3281 7773	7/31/2015	8/5/2015
Native Village of Cantwell	Rene Nicklie, President / per national congress website	7009 1410 2225 3281 7780	7/31/2015	8/3/2015
Native Village of Eklutna	Lee Stephan, President / per website	7009 1410 0002 3281 7797	7/31/2015	8/3/2015
Native Village of Tyonek	Alfred Goozmer, President /per national congress website	7009 1410 0002 3281 7803	7/31/2015	8/4/2015

(1210) Terms and Conditions of Voice Telephony Lifeline Plans

MTA Communications, LLC dba MTA Wireless offers Lifeline service to qualified customers under the rules established by the Federal Communications Commission and the Regulatory Commission of Alaska. The Afford-a-phone plan provides 1,200 minutes of local usage and toll restriction service. The Lifeline plan charge is \$37.75, to which federal and state Lifeline credits are applied, reducing the customer's bill. Additional minutes are billed \$0.25 per minute. If the subscriber requests toll access, long distance minutes are billed \$0.25 per minute. Further details of general terms and conditions applicable to mobile Lifeline subscribers are attached.



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[Internet & Data Services Acceptable Use Policy](#)

[Open Internet Transparency](#)

Wireless Service Agreement

This Wireless Service Agreement ("Agreement") sets forth the terms and conditions on which we agree to provide and you agree to accept any of our wireless services. In this Agreement, the words "MTA", "we", "us", or "our" to refer to MTA Communications, LLC d/b/a MTA Wireless, and the words "you" and "your" refer to the customer to whom the wireless services will be provided. You accept the terms and conditions of this Agreement if you do any of the following: (i) sign this Agreement; (ii) accept this Agreement through an oral or electronic statement; (iii) use, attempt to use, or pay for any of the wireless services; or (iv) open any materials or package that says you are accepting this Agreement when you open it. You authorize any co-responsible party to this Agreement to make changes to your Customer Plan on your behalf. You represent you are of legal age and have the legal capacity to enter into and be bound by this Agreement. **YOU UNDERSTAND THAT WE PRESENTLY DO NOT TRANSMIT WIRELESS EMERGENCY ALERTS.**

1. Customer Plan. The calling plan together with any features you select such as text messaging, data, voice mail, etc., (collectively, your "Customer Plan"), represents the wireless services you agree to purchase and we agree to provide under this Agreement. Your Customer Plan specifies your monthly usage allowances, features, coverage areas, and the recurring and pay-per-use charges associated with your Customer Plan all as described in the calling plan, feature materials and other information made available to you at the time you accepted this Agreement. Depending on your Customer Plan, usage charges including airtime, data, long distance and roaming may apply and may vary depending upon where, when, and how you make or receive calls. The wireless services are provided subject to your acceptance of and compliance with our policies governing the wireless services and any additional terms and conditions applicable to your Customer Plan, all of which are available at www.mtasolutions.com (our "Website").

2. Service Term. If you purchase the device(s) used to access your wireless services ("Equipment") from us at a promotional (less than full retail) price or we provide the Equipment to you at no cost, you will be required to maintain your wireless services with us for a minimum period ("Service Term"), otherwise your wireless services will be provided on a month-to-month or prepaid basis. Upon completion of the Service Term, your wireless services will continue on a month-to-month basis until terminated by you or us. If you change your Customer Plan or your Equipment, you may be required to extend the Service Term or pay an Early Termination Fee ("ETF"), in addition to other charges.

3. Credit Check/Limit; Security Deposit. You agree that we may check your credit history prior to activating any Service or extending any credit. You must have and maintain satisfactory credit to use your wireless services. We may set a credit limit ("Limit") on your account at any time based on your credit or payment history. If we do, we will inform you of your Limit as well as any changes to your Limit. We may suspend your wireless services without advance notice if your account balance exceeds your Limit, even if your account is not past due. Your wireless services may be restored upon payment of a reconnection fee, any past due amounts and an amount that brings your account balance below the Limit. To establish or maintain your account, you may be required to pay a security deposit that we will hold as partial guarantee of payment for your wireless services. We may change the security deposit amount at any time based on your credit or payment history. You may not use the security deposit to pay any bill or delay any payment. Interest will not be paid on your security deposit unless required by law. Upon termination of your wireless services, we will apply the security deposit to any outstanding amounts you owe us or our affiliates and return the remaining security deposit, if any, to you at your last known address within sixty (60) days. Refunds may be applied to the original payment method. If your security deposit is returned to us, you have one (1) year from the date of the initial mailing to reclaim your security deposit, otherwise it will be forfeited.

4. Charges. You will be billed based on the terms of your Customer Plan including, without limitation, monthly recurring charges and charges based on actual usage (including charges for long distance, roaming, etc.). Whether you initiate or receive a call, you will be charged for the number of minutes used beginning from the time a connection is made to the time you disconnect, rounded up to the next full minute. You may be charged for calls you initiate even if you get a busy signal, and for calls others make to you, even if you do not answer the call. Internet/data usage is charged based on megabytes (MB) used. Content downloads (e.g. ringtones, backgrounds, games and multimedia messages) are subject to additional per-use and data charges.

5. Taxes; Surcharges. Our prices do not include taxes, surcharges, or other fees levied by government or regulating agencies. If you are exempt, you must provide us with valid tax exempt documentation prior to accruing such costs. You will also be billed for any surcharges related to government programs such as number pooling and portability, and E-911 service.

6. Billing; Payment. You will be billed monthly but the billing dates are subject to change. Recurring charges are billed one (1) month in advance. All other charges are billed in the month following incurrence, but are sometimes applied to a subsequent billing. You must pay all charges on your account by the due date on your bill. Past due amounts accrue interest until paid at the rate of 1.5% per month or the highest rate allowed by law. If you agree to any auto-payment option through your bank or credit account, we may initiate payment from your account for all amounts we bill you without additional authorization or notice. You may be charged additional fees if your payment is denied by a financial institution. Acceptance of less than full payment shall not waive our right to collect all amounts that you owe us. You may dispute any charge on your bill provided you do so in writing within forty-five (45) days of the bill date, otherwise the charges shall be deemed correct and undisputable. You agree to pay any costs we incur collecting past due amounts, including collection fees, attorneys' fees, court costs and expenses.

7. Use of Wireless Services. You agree not to use your wireless services in an unlawful, fraudulent or abusive manner. You are responsible for evaluating any third party services accessible through your wireless services, including internet access. We are not responsible for anything provided by third parties. You are responsible for any use of the wireless services on your account, whether your wireless services were used by you or others. Reselling of your wireless services is prohibited. We may limit the number of voice mail, text, email or other messages that can be retained in your account.

8. Coverage. Our coverage maps include areas served by our network and by networks of other carriers and are subject to change without notice. The coverage areas shown do not guarantee service availability, and may include locations with limited or no coverage. Even within our coverage area, there are many factors that can affect your wireless services, including your Equipment, terrain, and proximity to buildings, foliage, and weather. Since much of our coverage area includes networks operated by other carriers, we cannot guarantee the accuracy of our coverage maps.

9. Roaming. Roaming occurs whenever your Equipment uses a transmission site outside of our network area or uses another carrier's network, which may occur even within our network area. Depending upon your Customer Plan, there may be higher rates or extra charges (including charges for long distance, tolls, or calls that don't connect) for calls made or received while roaming. Certain features and services such as voice mail, call waiting, call forwarding, and Internet access, may not be available while roaming. Certain wireless plans and/or Equipment preclude roaming or are restricted to use of our network only. You understand that your use of the wireless services when roaming is fully dependent upon the roaming carrier's network technology and functionality.

10. Off-Net & Unlimited Usage. The wireless services are intended for use by those who live within our network area. If you move outside of our network area, or if your voice or messaging usage during any two (2) consecutive months or data usage during any month on other carrier networks ("off-net usage") exceeds your off-net usage allowance, we may, at our option, terminate your wireless services, deny your continued use of the wireless services on other carrier networks, or change your Customer Plan to one which limits your available off-net usage or charges separately for off-net usage. Your off-net usage allowance is equal to the lesser of 750 minutes or 50% of the minutes included in your Customer Plan, the lesser of 3000 messages or 50% of the messages included in your Customer Plan, or the lesser of 24MB or 20% of the MB's included in your Customer Plan. If your Customer Plan includes any service with unlimited usage, this means reasonable usage. If we determine your usage of such service is excessive or exceeds the norm for such unlimited usage service, we reserve the right to change your Customer Plan to one with no unlimited usage components or terminate your wireless services. We will notify you prior to taking any actions permitted under this section.

11. Lost/Stolen Equipment. You agree to notify us immediately if your Equipment is lost or stolen. All charges incurred on your account prior to you notifying us of the loss or theft is your responsibility. You agree to cooperate fully with us to investigate any suspected unlawful or fraudulent use. If we suspend your wireless services, you remain responsible for complying with all obligations hereunder, including, but not limited to, paying your monthly charges.

12. Termination of Wireless Services by Customer. You may terminate your wireless services for any reason within fourteen (14) days of activation without incurring an ETF. If this Agreement is subject to a Service Term, you must return your Equipment to us at the time of termination in like-new condition (no physical or water damage) with the manufacturer's original packaging (undamaged and UPC intact) including all original components such as battery, charger and manual. Your account will be credited for the amount you paid, if any, for your Equipment. If you fail to return your Equipment, you will be charged an amount equal to the full retail cost of your Equipment, less any amount you may have paid. The activation fee, if any, is not refundable unless you terminate your wireless services within three (3) days of activation. If you terminate your wireless services after such fourteen (14) day period but prior to the end of the Service Term, you will be charged an ETF, which varies but will not exceed the total of all recurring charges due for the remainder of the Service Term. We do not charge an ETF for wireless services provided on a month-to-month or prepaid basis. In all cases you must pay for all applicable usage fees, access charges, taxes, surcharges and other charges that accrue to your account through the termination date. Any credits to your account related to Service Plan overages (i.e. waived charges) must be repaid if you terminate your wireless services for any reason within six (6) months of the date such credit(s) were applied. If we receive a request from another carrier to port your number and we port it, you will be deemed to have terminated your wireless services. Full details of the ETF and our return policies are available at our Website.

13. Suspension/Termination of Wireless Services by MTA. We may, without advance notice, limit, suspend or terminate your wireless services if: (i) you breach any of the terms of this Agreement; (ii) you fail to make any payment due us or our affiliates by the date such payment is due; (iii) you become insolvent or bankrupt; (iv) you provide us inaccurate credit information or we believe your credit has deteriorated and you refuse to pay any requested security deposit or advance payment; (v) you steal from or lie to us; (vi) you or any user of your account or person authorized to act on your behalf threatens, harasses, uses abusive, vulgar or otherwise inappropriate language with any of our representatives; or (vii) we believe that your wireless services are being used for an unlawful purpose or in a way that negatively affects our network or other customers. If your wireless services are suspended, you may be required to pay a fee prior to reconnecting. If we terminate your wireless services, you may be charged an ETF and will not be given credit for any unused or prepaid wireless services.

14. Disclaimer of Warranties. We make no representations or warranties, express or implied, including, to the extent permitted by applicable law, any implied warranty of merchantability or fitness for a particular purpose, about your wireless services, your Equipment, or any applications you access through your wireless services. We do not warrant that your wireless services will be uninterrupted or error free or that your wireless services will be available to you while roaming. You understand that no one, including our sales representatives and agents, is authorized to make any warranties on our behalf.

15. Limitation of Liability. In no event shall we be liable for: (i) any errors, omissions, interruptions, mistakes, lost data, failures to transmit or receive, delays, or defects in your wireless services; (ii) any damage or injury caused by the use of your wireless services or any products we sell, including use of your wireless services or your Equipment in a vehicle; (iii) any third party act or omission; (iv) any third party claim against you; (v) any damage or injury caused by a suspension, limitation or termination of your wireless services; (vi) any damage or injury caused by failure or delay in connecting a call to 911 or any other emergency service; or (vii) any event caused by factors beyond our control. To the extent permitted by law, our total liability for monetary damages for any claim you may have against us shall be limited to an amount equal to the prorated charges we bill you for the affected service during the period(s) in which such affected service is interrupted in excess of twenty-four (24) continuous hours. In no event shall we be liable to you or anyone for any indirect, consequential, incidental, punitive or special damages of any nature whatsoever arising out of or in connection with this Agreement, including, without limitation, lost profits, loss of business, or cost of replacement products or services even if we are advised of the possibility of such loss or damage. You agree to indemnify us for any third party claim, loss or damage resulting from your use or misuse of the wireless services, unless caused by our negligence or omission.

16. Disputes. You and we agree to use binding arbitration to resolve all claims, controversies, or disputes (collectively, "Disputes") arising out of or related to this Agreement whether such Disputes arise during the term of this Agreement or thereafter. Notwithstanding, appropriate Disputes may be brought in small claims court. You and we agree to notify the other in writing of the nature of the Dispute at least forty-five (45) days prior to initiating arbitration and within one (1) year of the event giving rise to the Dispute. If you and we are unable to resolve the Dispute within such forty-five (45) day period, either you or we may submit the Dispute to binding arbitration. Arbitration shall be administered by the American Arbitration Association pursuant to its Wireless Industry Arbitration Rules (expedited procedure) then in effect by one arbitrator appointed in accordance with such rules. Each party must be individually named in the arbitration. The arbitrator's decision and award shall be final and binding and judgment on such award may be entered in any court having jurisdiction thereof. Costs of the arbitration shall be paid in accordance with the arbitrator's final decision. BY ENTERING INTO THIS AGREEMENT, YOU AND WE AGREE TO WAIVE OUR RESPECTIVE RIGHTS TO TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION.

17. Changes to this Agreement. We may change the terms of this Agreement, including our wireless policies and any additional terms and conditions applicable to your Customer Plan at any time by written notice to you or by posting such changes on our Website. If you use your wireless services after such changes are effective, you accept the changes. If we change a material term of this Agreement during the Service Term and such change has a material adverse effect on you, we will waive such material term change or permit you to terminate this Agreement without incurring an ETF; provided you notify us in writing within thirty (30) days after such change is effective. The foregoing does not apply to any increase or decrease in taxes, Universal Service Fees and other charges imposed by government or based on government calculations, for which we have no control.

18. Miscellaneous. You may notify us by calling (907)745-3211 or (800) 478-3211, or in writing via our Website or at 1740 S. Chugach St., Palmer, AK 99645. We may notify you in writing at your last known address, or by calling you and leaving a voice message on your wireless or home phone. Properly addressed written notices are effective three (3) days after deposit in the U.S. Mail, postage prepaid. This Agreement provides no third party benefits except for our affiliates, successors and assigns. Liabilities or obligations for acts or omissions prior to the termination of this Agreement, obligations under the provisions regarding limitations of liability, disputes and any other provisions of this Agreement which, by their terms, are contemplated to survive or to be performed after termination of this Agreement, shall survive the termination thereof. If we fail to enforce any provision of this Agreement on any one occasion, it shall not constitute a permanent waiver of such provision, or waive our right to later enforce that provision. If any part of this Agreement is held invalid or unenforceable, the balance of this Agreement shall remain in full force and effect. Section headings are for reference purposes only. You may not assign this Agreement without our written approval. This Agreement is governed by and shall be construed under the laws of the State of Alaska, without regard to choice of law principles. This Agreement and the documents it incorporates constitutes the entire agreement between you and us for the services provided hereunder. You cannot rely on any other documents, or on what is said by any of our sales or customer service representatives, and you have no rights regarding your wireless services or this Agreement except as provided herein.

Effective Date: 9/20/2012

Return Policy; Early Termination Fee

This Return Policy applies to equipment including landline telephones, wireless equipment and accessories that you purchase directly from MTA. All returns must be accompanied by the original proof of purchase. This document also outlines the Early Termination Fee (ETF) applicable to wireless services and our wireless equipment repair service.

LANDLINE TELEPHONES

If you purchase a residential telephone from us, you may return it for exchange, credit or refund within thirty (30) days from date of purchase. The returned telephone must be in like-new condition (no physical damage) with the manufacturer's original packaging (undamaged and UPC intact) including all original components such as the owner's manual.

WIRELESS EQUIPMENT

If you purchase wireless equipment (a device used to access our wireless service) from us, you may return it to us for exchange within fourteen (14) days from the date of purchase. A restocking fee of twenty dollars (\$20) for feature phones and fifty dollars (\$50.00) for Smartphones applies. If you received your wireless equipment through a "Buy One, Get One Free" or similar offer, all units must be returned unless otherwise specified in the promotion. The wireless equipment you exchange must be in like-new condition (no physical or water damage) with the manufacturer's original packaging (undamaged and UPC intact) including all original components such as battery, charger and owner's manual. The selling price of the replacement wireless equipment must be equal to or greater than the price you paid for the wireless equipment being exchanged.

The restocking fee and any price difference may be charged to your account; provided you are not past due on any amounts owed us or our affiliates. You may exchange your wireless equipment one time only. If your Wireless Service Agreement is subject to a Service Term (a minimum service commitment), exchanging your wireless equipment will not alter your original activation date. Before returning your wireless equipment, you should transfer any files or data you wish to retain to another storage device and then delete any remaining personal information or data. Once your wireless equipment is returned, your files cannot be recovered. We are not responsible for any confidential, proprietary or personal information you fail to remove from any wireless equipment.

ACCESSORIES

Most accessories you purchase from us may be returned for exchange, credit or refund within thirty (30) days from date of purchase. The returned accessory must be unused and in like-new condition in the manufacturer's original packaging (undamaged and UPC intact) including all original components. Packages containing memory cards and batteries must be unopened.

REFUNDS

Refunds will be made only to the original purchaser and through the original payment method. If the returned item was paid by check and your check has not cleared your financial institution, the refund will be credited to your account or delayed until such time as your check clears. If you have any past due amounts owed us or our affiliates, we will apply your refund to these amounts owed prior to issuing any other form of refund. Any rebates associated with a returned item will subsequently be voided. No refunds will be made on any unused prepaid minutes.

If you return an item with the UPC code missing, the amount of the refund will be reduced by the amount of any mail-in rebates that were available for the item between the time of purchase and the date it is returned to us. If your return does not include all components or if any components are damaged, we may, at our discretion, decline your return or charge you a fee for the missing and/or damaged component(s).

EXCEPTIONS

We will not accept returns for any of the following items:

- Any item which is sold as used, pre-owned, closeout or "as is"
- Cables, connectors, software, headphones and Bluetooth type devices
- Any item purchased more than 30 days prior to the date it is returned
- Any item that is physically damaged or otherwise determined by us to be ineligible for return

DISCLAIMER OF WARRANTIES

We do not manufacture any of the products we sell. We make no representations or warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, about any product you purchase from us. Most products we sell are warranted by the manufacturer. We encourage you to review the terms of the manufacturer's warranty, if any, prior to purchase. Our return policies do not limit or supersede any manufacturer warranties.

EARLY TERMINATION FEE

If you terminate your wireless services fourteen (14) days after activation but prior to the end of the Service Term or we terminate your wireless services for cause, you will incur an ETF. If your wireless equipment is a feature phone, the ETF is calculated by multiplying the remaining number of months (including partial months) in your Service Term at time of termination by ten dollars (\$10). If your wireless equipment is a Smartphone, the ETF is calculated by multiplying the remaining number of months (including partial months) in your Service Term at time of termination by twenty dollars (\$20). For example, if your Smartphone Service Term is 24 months and you terminate your wireless services 18½ months after activation, your ETF will be \$120 (\$20 x 6 months).

WIRELESS EQUIPMENT REPAIR SERVICE

If your wireless equipment breaks or otherwise fails to operate due to a manufacturing defect while covered under the manufacturer's warranty, we will, for a processing fee, file a warranty claim on your behalf with the manufacturer. This processing fee includes the cost to package and ship your wireless equipment to the manufacturer. Upon request and subject to availability, we may loan you wireless equipment to use while your warranty claim is being processed. Loaner equipment will not likely be the same as your wireless equipment, and may not be data capable or permit the use of all features and options included in your Customer Plan.

If the manufacturer denies your warranty claim, you may have the option of having your wireless equipment repaired for an additional fee. Upon payment of this additional fee, we will authorize the repair of your wireless equipment, otherwise it will be returned to you. You must return any loaner equipment in the same condition as received, less reasonable wear and tear, upon return of your wireless equipment; but should you fail to do so, you will be charged the full retail price of the loaner equipment. If your wireless equipment cannot be repaired or you elect not to have it repaired, you may purchase replacement wireless equipment from us to fulfill the remainder of the Service Term, if any, in your Wireless Service Agreement, or you may terminate your wireless services, in which case an ETF and other charges may apply. Whether you elect to use our wireless equipment repair service or not, you remain fully liable for paying all charges associated with your Wireless Service Agreement, even if you do not use your wireless services.

Effective Date: 9/20/2012

Internet & Data Services Acceptable Use Policy

This Acceptable Use Policy ("AUP") applies to any service provided by us or our affiliates that provides or includes access to the Internet, including web hosting services and high speed DSL, or are provided over the Internet or wireless data services (collectively, the "Services").

Overview

It is our intent to at all times comply with applicable laws and regulations governing use of the Internet and the Services, including email, wireless data transmission and text messaging. By using any of the Services, you agree to comply at all times with the terms and conditions contained in this AUP and to remain fully responsible for anyone using any of the Services associated with your account(s). We reserve the right to change or modify the terms of this AUP at any time, which shall become effective when posted on our website at www.mtasolutions.com. Your use of any of the Services after changes or modifications to this AUP are posted to our website shall constitute your acceptance of such changed or modified terms.

Using The Services

You may only use the Services for lawful purposes. Your use of the Services must at all times be in full compliance with all applicable local state, federal, and international laws, rules and regulations, and all applicable rules, standards and policies issued by us from time to time.

You are fully responsible for the content of any material posted, hosted, downloaded or uploaded, sent or received, created, accessed or transmitted using the Services. We are not responsible for anything you create on our network or for any content accessible using the Services, including content provided on third party websites which are linked to our network. Such third party website links are provided for informational purposes only and solely as a convenience, and do not constitute in any way an endorsement by us of the content of such websites.

If you violate or otherwise fail to comply with the terms of this AUP, we reserve the right to suspend or terminate any or all of your Services, which in some cases may be without advance notice. Depending on the severity of the violation, we may send you a notice of such violation via email or other electronic messaging. You are responsible for taking immediate action to remedy such violation and instituting prompt and effective corrective action(s) to prevent similar future violations. If you fail to do so, your account may be suspended or terminated.

Notwithstanding, we reserve the right to immediately and without advance notice suspend or terminate your Services in response to a court order or government notice that certain conduct must be stopped or at any time we reasonably determine, that such conduct may: (i) violate any applicable law, statute or regulation; (ii) threaten, disrupt or harm our network or the networks of others; (iii) interfere with or disrupt the Internet services or the Services of others; or (iv) expose us to any penalty, fine, civil action, criminal prosecution or any other liability.

Prohibited Activities

You are prohibited from using the Services in any way which (i) is unlawful, harmful to or interferes with use of our network or systems or the networks or systems of any other providers, (ii) creates threatening or offensive content or material, (iii) infringes upon the intellectual property rights of others, (iv) generates Spam or constitutes email/Usenet abuse, or (v) creates a security risk, a violation of privacy or interferes with the use of the Services by other customers. You will be in violation of this AUP if you fail to adhere to the rules, policies, guidelines or agreements applicable to any web pages, Usenet sites, search engines, chat rooms, bulletin boards, applications, or other services that are accessed via a link from our website.

Unlawful Activities. You are expressly prohibited from using the Services for any unlawful purpose. The Services shall not be used at any time in connection with any criminal, civil or administrative violation of any applicable laws, regulations, ordinances, administrative rules, treaties or court orders.

Threatening/Offensive Content. You are prohibited from using the Services to host, post, transmit, or retransmit any content or material (or to create a domain name or operate from a domain name), that harasses or threatens the health or safety of others. If you utilize our web hosting services, we reserve the right to suspend or terminate your services if we reasonably determine the content to be obscene, vulgar, indecent, racist, obnoxious, malicious, abusive, defamatory, fraudulent, libelous, treasonous, excessively violent or promoting the use of violence.

Child Pornography. You are prohibited from using the Services to upload or download, send or receive, post, use, copy or otherwise produce, transmit, distribute or store child pornography. We will report any violations of this prohibition as required by law and will take appropriate actions to remove or block access to any content determined to contain child pornography.

Intellectual Property Rights. You are prohibited from using the Services to upload or download, send or receive, post, use, copy or otherwise reproduce, transmit, retransmit, distribute or store any content or material, or to engage in any activity that infringes upon, misappropriates or otherwise violates the intellectual property rights of others, including but not limited to any rights protected by copyright, patent, trademark or other intellectual property right now known or later recognized by law, judicial decision or regulation.

Wireless Data Services. Wireless data services are not intended to be used as a substitute or backup for high speed DSL or any form of dedicated Internet connection. You are prohibited from using wireless data services for server devices or host applications, including continuous web camera posts or broadcasts, automatic data feeds, automated machine-to-machine connections or peer-to-peer (P2P) file sharing applications that are broadcast to multiple servers or recipients, "bots" or similar routines that could disrupt Usenet groups or email use by others or other applications that malign network capacity or functionality. Furthermore, you are prohibited from running software or other programs on your wireless equipment which maintains a continuously active Internet connection when the wireless equipment's connection would otherwise be idle. You are allowed to make one data connection at any given time unless your wireless plan specifically permits multiple, simultaneous data connections.

Spam, Email and Usenet Abuse. You will breach the terms of this AUP if you violate the CAN-SPAM Act of 2003, or any other applicable law regulating email services. You are prohibited from using the Services for any activities related to email and/or Usenet abuse including the distribution of Spam. Listed below are some examples of email or Usenet abuse:

- Sending email or other electronic messages that are considered threatening, harassing or malicious, or which contain vulgar, obscene or pornographic material or content;
- Sending multiple unsolicited email or other electronic messages (sometimes referred to as an "email bomb") to one or more recipients;
- Sending email or other electronic messages that seeks to falsify or mask the identity of the sender, the sender's address or the address of origin;
- Sending any electronic message, file or other transmission that disrupts or has the potential for disrupting our network, or the networks of others, by virtue of quantity, size or otherwise;
- Intercepting, redirecting or otherwise interfering or attempting to interfere with email or other electronic messages intended for others;
- Using the equipment of others without authorization, to send, resend or relay email or other electronic messages for the purpose of misleading recipients as to the identity or address of the sender or the sender's origin;

Security Violations. You are prohibited from using the Services to interfere with, gain unauthorized access to, or otherwise violate the security of our network or the networks, systems, computers or equipment of others. Listed below are some examples of security violations:

- Knowingly uploading, sending or distributing software, programs, files, emails or other electronic messages containing viruses, worms, trojans, spyware, scareware, crimeware, time bombs, cancel bots, corrupted files, root kits or any other malicious or unwanted software or programs;
- Falsifying your identity, impersonating or deceiving others to obtain or in an attempt to obtain their personal information;
- Using any form of DNS hijacking or DNS redirection for the purpose of phishing, pharming or any other illicit activity.
- Unauthorized monitoring, hacking, scanning, probing, attacking, breaching, circumventing or testing the vulnerability of any network, system, computer, wireless equipment or device without the owner's express authorization;
- Unauthorized access to or use of any software, data or information without the owner's express authorization;
- Distributing or using software or programs designed to compromise security such as password guessing programs, cracking tools, packet sniffers or network probing tools (except when used for authorized legitimate network security operations);
- Using any program, file, script, command or transmission of any message or content of any kind, designed to interfere with a terminal session, the access to or use of the Internet or any other means of communication;
- Sending or distributing any pirated software or knowingly violating the intellectual property rights of others;
- Using any means to avoid any use limitations we place on the Services;
- Use of any software or device that enables you to defeat system time-out limits or allows you to stay logged on while you are not actively using your computer or equipment unless your account specifically authorizes such connections.

Protecting Your Personal Information

You are solely responsible for protecting your personal information. When using the Services, you must always use good discretion before releasing your personal information to anyone. You should ensure that your networks, systems, computers, wireless equipment and any other equipment you connect to or use to access the Services is secure. This includes keeping the operating system software on your equipment up-to-date and maintaining appropriate Internet security software. We are not responsible and disclaim any liability whatsoever for any loss, damage or liability you may incur which relates to or arises from any theft, damage or destruction of your personal information or other information.

Monitoring Content And Materials

We have no duty or obligation to monitor any of the content or material accessed or distributed using the Services; however, we will monitor content or material as necessary to comply with applicable laws, rules, regulations or other governmental or judicial requests, or to protect our network.

Effective Date: 12/20/2010

Open Internet Transparency

The FCC has recently issued new rules intended to preserve the free and open Internet. These [rules \(http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-10-201A1.pdf\)](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-10-201A1.pdf) require MTA to provide the following disclosures:

Network Practices

MTA's connections to the Internet are provisioned with adequate capacity to prevent congestion, even during the busiest periods. We do not inhibit or favor applications or classes of applications being used over the network. MTA does not restrict the types or quantities of devices connected to a High Speed Internet subscriber's Internet connection. MTA Mobile Data does not allow connections to the mobile network via third party devices at this time.

Performance Characteristics

MTA offers many different High Speed Internet packages to best serve our customers' needs. Digital Subscriber Line (DSL) is the primary technology utilized by MTA. Mobile Data uses a combination of 3G and 1xRTT, depending on location. High Speed Internet speeds are targeted to achieve 100% of advertised speeds. MTA Mobile Data plans on the 3G network will typically range from 1 to 3 megabit-per-second (Mbps) and 1xRTT plans offer speeds up to 144 kilobits-per-second. Speed may be tested on MTA's speed test server at <http://speedtest.mtaonline.net> (<http://speedtest.mtaonline.net>).

MTA's round-trip latency to our Internet connections depends on the technology used to access the Internet. For Internet subscribers with DTV, latency is less than 100 milliseconds. Latency from 3G wireless devices is less than 200 milliseconds.

MTA offers many Internet package suitable for real-time applications such as voice-over-Internet or streaming media. Our customer service representatives are happy to assist consumers in choosing a package which matches the specifications for specific software or applications.

MTA offers DTV, delivered over the broadband network. However, purchasing DTV will not impact last-mile capacity or performance of broadband Internet access service.

Commercial Terms

Monthly pricing, usage-based fees, and other fees for fixed and mobile broadband services are available on the MTA [Internet \(/internet/plans\)](#) and [Mobile Internet Options \(/mobile/service/plans\)](#) pages.

Traffic from individual subscribers is not analyzed or characterized in any way, nor are any security measures employed which could impair subscribers from utilizing their Internet connections in any lawful way they desire.

If you require additional information please visit an MTA store in Eagle River, Palmer or Wasilla. You may also write to Matanuska Telephone Association, Attn: Customer Service Manager, 1740 S Chugach Street, Palmer Alaska 99645. Within 7 days, we will send you a letter acknowledging receipt of your letter. Within 15 days of receiving your information, we send you a letter of determination. If MTA's determination is not satisfactory, you may contact the MTA [Board of Directors \(/about/governance/board\)](#).

- [Pay My Bill \(https://mtnsk.convergentcare.com/mtnsk/ecxpLandingPage.action?subClientNumberSelection=10800&displayAccessCode=&accessCode=&navStep=#Application/onReady\)](https://mtnsk.convergentcare.com/mtnsk/ecxpLandingPage.action?subClientNumberSelection=10800&displayAccessCode=&accessCode=&navStep=#Application/onReady)
 - [Pay bill with MTA eBill \(https://mtnsk.convergentcare.com/mtnsk/ecxpLandingPage.action?subClientNumberSelection=10800&displayAccessCode=&accessCode=&navStep=#Application/onReady\)](https://mtnsk.convergentcare.com/mtnsk/ecxpLandingPage.action?subClientNumberSelection=10800&displayAccessCode=&accessCode=&navStep=#Application/onReady)
 - [Billing and payment info \(/billing/billing-payments\)](#)
 - [Switch to one bill \(/billing/one-bill\)](#)
- [Tech Support \(/support\)](#)
 - [Contact tech support \(/support/contact\)](#)
 - [Live chat with Internet tech \(/support/chat\)](#)
 - [Computer security tips \(/support/security\)](#)
 - [User guides and resources \(/support/resources\)](#)
 - [New Email System \(/support/new-email-system\)](#)
 - [Info For ONE GIG Service \(/support/one-gig\)](#)
- [My Account \(https://my.mtasolutions.com\)](https://my.mtasolutions.com)
 - [Manage services with myMTA \(https://my.mtasolutions.com\)](https://my.mtasolutions.com)
 - [Check email \(https://webmail.mtaonline.net/email/scripts/loginuser.pl\)](https://webmail.mtaonline.net/email/scripts/loginuser.pl)
 - [Check usage \(https://usageinfo.mtaonline.net\)](https://usageinfo.mtaonline.net)
 - [Change Internet password \(https://usageinfo.mtaonline.net/Account/ChangePassword\)](https://usageinfo.mtaonline.net/Account/ChangePassword)
 - [Check voicemail \(https://voicemail.mtasolutions.com\)](https://voicemail.mtasolutions.com)
 - [Other account tools \(/myaccount/account-tools\)](#)
- [Contact Us \(/contact\)](#)
 - [Contact customer service \(/contact/info\)](#)
 - [Contact tech support \(/contact/support\)](#)
 - [Store locations and hours \(/contact/locations\)](#)
 - [Change your address \(/contact/change\)](#)
 - [Job openings \(/contact/jobs\)](#)
 - [Contact HR \(/contact/careers\)](#)
 - [Search \(/contact/search\)](#)



(<https://www.facebook.com/MatanuskaTelephone>)



(<https://www.youtube.com/user/MatanuskaTelephone>)



Lifeline Household Worksheet

Use this worksheet to determine whether more than one household resides at a single address.

Please complete the form, read and initial the appropriate certifications at the bottom of the sheet, sign and date.

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your household is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The adults you live with are part of your economic unit if they contribute to and share in the income and expenses of the household. An adult is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household expenses include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner) ☐ YES ☐ NO
 - If you checked YES, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.
 - If you checked NO, please answer question #2.
2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address.

A. A parent <input type="checkbox"/> YES <input type="checkbox"/> NO	D. An adult roommate <input type="checkbox"/> YES <input type="checkbox"/> NO
B. An adult son or daughter <input type="checkbox"/> YES <input type="checkbox"/> NO	E. Other <input type="checkbox"/> YES <input type="checkbox"/> NO
C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) <input type="checkbox"/> YES <input type="checkbox"/> NO	

 - If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
 - If you checked YES, please answer question #3.
3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? ☐ YES ☐ NO
 - If you checked NO, then your address includes more than one household. Please initial lines A and B below, and sign and date the worksheet.
 - If you checked YES, then your address includes only one household.
4. If you checked YES in #3 above, as one household, does anyone else in your household that you share living expenses with (bills, food, etc.) and share income with (either your income, the other person's income or both incomes together) receive Lifeline benefits? ☐ YES ☐ NO
 - If you checked YES, you may not sign up because someone in your household already receives Lifeline.

CERTIFICATION

*Please initial the appropriate certification below and sign and date this worksheet.
Submit this worksheet to MTA along with your Lifeline application.*

- | | |
|--|--|
| A. <input type="checkbox"/> I certify that I live at an address occupied by multiple households. Only sign if you are a multiple household. See #3 | B. <input type="checkbox"/> I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government. |
|--|--|

Signature _____

Date _____



- ☐ **LANDLINE—MATANUSKA TELEPHONE ASSOCIATION**
☐ **WIRELESS—MTA COMMUNICATIONS**

Benefit Transfer Authorized:
Applicant Initial _____ **Effective Date** _____

Lifeline Phone # _____

Lifeline & Link-Up Assistance Program Application

SUBSCRIBER APPLICATION FORM-- *This form must be completed accurately and in its entirety to be considered for eligibility for Lifeline benefits. After completing, please sign, date and mail to MTA at 1740 S. Chugach St., Palmer, AK 99645 or drop off at MTA. If you are mailing the application, you must include a copy of your legal picture ID and proof of participation in a qualifying program or income eligibility threshold. Thank you.*

APPLICANT INFORMATION			
Last Name	First Name	M.I.	Date
*Physical Street Address (not PO Box)		Apartment/Unit #	Is your Address <input type="checkbox"/> Temporary <input type="checkbox"/> Permanent
* Physical address provided above must be the physical location of your residence. PO Boxes are not considered to be a physical address and will not be accepted.			
City	State	ZIP	
Mailing Address for Lifeline Assistance Program Correspondence			
City	State	ZIP	
Birthdate	Last 4 Digits of Social Security or Tribal ID Number	Contact Phone Number	

Do you currently receive Lifeline benefits from another Provider?

- YES** ☐ If YES, you are not eligible to receive Lifeline benefits as requested. Per regulations you are only allowed to receive one Lifeline benefit per household. You will need to disconnect your current Lifeline service before being eligible for Lifeline with Matanuska Telephone Association or MTA Communications.
- NO** ☐ If NO, please complete the remainder of the form.

LIFELINE CRITICAL INFORMATION

- Lifeline service is a government program that enables qualified low-income consumers and/or Assistance Program Participants to receive discounted service on either a wireless or landline phone. Qualifying consumers are limited to one Lifeline service per household. A household is any individual or group of individuals who live together at the same address and share income and expenses.
- A household is not permitted to receive Lifeline benefits from multiple providers. Any such violation of the one-per-household limitation constitutes a violation of federal law and will result in the subscriber's disenrollment from the program. Defrauding a federal government program may also result in fines and/or criminal prosecution, and/or being barred from future participation in government programs.
- Lifeline is a non-transferable benefit. The subscriber may not transfer his or her benefit to any other person at any time.

PARTICIPANT RESPONSIBILITIES

- Subscriber will notify their carrier within 30 days if, for any reason, he or she no longer meets the eligibility requirements listed above.
- If the subscriber moves to a new address, he or she will provide that new address to their carrier within 30 days.



ELIGIBILITY REQUIREMENTS: Complete either Section A below or Section B on the next page.

A. Assistance Program Participation Check only one Program Below

I certify that I currently participate in and receive benefits from the following program below:

- You must provide proof of participation in this program before the application will be accepted.

Please initial

I certify that (a) If I am not the program beneficiary, the beneficiary is a member of my household and

(b) The beneficiary is not currently receiving Lifeline

Please initial

Beneficiary's Name (may be a dependent): _____

Beneficiary's Birthdate _____ **Last 4 of Social Security or Tribal ID Number** _____

- If application is mailed, documents provided for proof will be destroyed and not returned, unless a stamped, self-addressed envelope is enclosed with application.

<input type="checkbox"/> Medicaid/Denali Care (not Medicare)	<input type="checkbox"/> Low Income Home Energy Assistance
<input type="checkbox"/> Food Stamps	<input type="checkbox"/> Alaska Temporary Assistance Program (ATAP)
<input type="checkbox"/> Supplemental Security Income (SSI)	<input type="checkbox"/> Child Care Assistance Program
<input type="checkbox"/> Denali Kid Care	<input type="checkbox"/> Senior Benefits
<input type="checkbox"/> Alaska Adult Public Assistance Program	<input type="checkbox"/> Women, Infants and Children's Program (WIC)
<input type="checkbox"/> Alaska Heating Assistance Program	<input type="checkbox"/> Pioneer Home Payment Assistance
<input type="checkbox"/> Federal Public Housing Assistance (Section 8)	<input type="checkbox"/> National School Lunch Program
<input type="checkbox"/> Alaska Commodity Supplemental Food Program (CSFP)	<input type="checkbox"/> Chronic & Acute Medical Assistance (CAMA)
<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/> Bureau of Indian Affairs General Assistance Program
<input type="checkbox"/> Head Start (households must meet income qualifiers)	<input type="checkbox"/> Food Distribution Program on Indian Reservations
<input type="checkbox"/> Tribally Administered Temporary Assistance for Needy Families (TANF)	

Alaska State Housing Corporation Programs:

- | | | |
|---|---|---|
| <input type="checkbox"/> Public Housing | <input type="checkbox"/> Home Investment Partnership (HOME) | <input type="checkbox"/> Senior Citizen Housing Development |
| <input type="checkbox"/> Interest Rate Reduction for Low Income Borrowers | | |



B. Household Income Level

- A Household is all persons (including children and people not related to you) living at one address.
- Household Income is total income for all adults (persons over 18 or emancipated minors) that are part of the economic unit sharing income and expenses of the Household, regardless of relationship. See Lifeline Household Worksheet for more information.
- You must provide documentation verifying income for all members of your household. If you or another member of the Household has more than one source of income check all that apply from the list below. Total Household income must not exceed the current year Lifeline Eligibility Level for Alaska.
- When providing documents pertaining to monthly benefits or wages, applicant must provide 3 consecutive months of proof.
- If application is mailed, documents provided for proof will be destroyed and not returned, unless a stamped, self-addressed envelope is enclosed with application.

I certify that (a) there are ____ members of my household and

(b) My household income is at or below 135% of the Federal Income Eligibility Guidelines.

Please Initial

Income Eligibility Guidelines

Household Size	1	2	3	4	5	6	7	8	For each add'l person
Alaska 2016	\$20,034	\$27,027	\$34,020	\$41,013	\$48,006	\$54,972	\$61,992	\$69,012	Add \$7,020

Provide Documentation for TOTAL Household Income
Please check all that apply below

- ☐ The prior year's State, Federal, or Tribal tax return
- ☐ Current income statement from an employer or paycheck stub*
- ☐ Social Security statement of benefits
- ☐ Veteran Administration statement of benefits
- ☐ Retirement or pension statement of benefits
- ☐ Unemployment or Worker's Compensation statement of benefits
- ☐ Federal or Tribal notice of letter of participation in General Assistance
- ☐ Divorce decree or child support award
- ☐ Other official document containing income information

*If the documentation does not cover a full year, such as a current pay stub, the subscriber must present the same type of documentation covering three consecutive months within the previous 12 months.



SUBSCRIBER ACKNOWLEDGMENTS

I acknowledge and certify under penalty of perjury that (1) I have read the information in this application, including **LIFELINE CRITICAL INFORMATION** and **PARTICIPANT RESPONSIBILITIES** sections on page 1; (2) the information contained in this application is true and correct; and (3) I understand that I must meet the above qualifications to receive Lifeline and Link-Up assistance.

Please Initial each one

- 1) I understand that Lifeline support is only available for a single telephone line at my principle residence. _____
- 2) I understand that I may not receive Link-Up assistance more than once at the same principle residence. _____
- 3) I understand that completion of this application does not constitute immediate enrollment in this program. _____
- 4) I understand service will be provided subject to the terms and conditions of service explained by the Customer Service Representative, rate plan brochure and Lifeline and Link-Up contract rider. _____
- 5) I agree to notify MTA within thirty (30) calendar days if:
 - (a) My household income exceeds 135% of the federal income eligibility guidelines. _____
 - (b) I no longer participate in the Assistance program(s) as identified on page 1. _____
 - (c) I am receiving more than one Lifeline benefit or another member of my household is receiving a Lifeline benefit. _____
- 6) I further consent to the release of the information on this application internally (including financial information) pursuant to the administration of this program. _____
- 7) I understand that providing false statements in order to receive a federal government program is punishable by law. _____
- 8) I understand that, at any time, I may be required to provide continued proof of eligibility; if I fail to provide that information, it will result in my disenrollment and the termination of my benefit of Lifeline service. _____
- 9) I give consent for my information to be shared with the Universal Service Administration Company (USAC) and/or its agents for the purpose of verifying that I do not receive more than one Lifeline benefit. _____
- 10) The information contained in this certification is true and correct to the best of my knowledge. _____

Printed Name of Applicant

Date of Application

Signature of Applicant

SIGNATURE AND DATE REQUIRED

WIRELESS CUSTOMERS ONLY

If for any reason I am de-enrolled from the Lifeline support program, I am aware that MTA will change my minute plan to a comparable minute plan and my monthly phone bill amount will increase to reflect this change.

Please Initial